

**PATIENT PARTICIPATION STEERING GROUP
MINUTES OF MEETING HELD ON TUESDAY, 13TH SEPTEMBER 2011**

PRESENT: Dr Katy Stoodley, GP, Pam Livesley, Gwyneth Jessop, Christina Krygier, Michael O'Sullivan, Maureen McDonald, Geoffrey Scott.

APOLOGIES: Barbara Holland. Val Johnson, Practice Manager, Neville Davies, Kathleen Bradbury,

WELCOME AND INTRODUCTIONS

Dr Stoodley welcomed everyone to the meeting and introductions were made.

MINUTES OF LAST MEETING

Read and approved.

ELECTION OF CHAIRMAN

Christina Krygier stood unopposed and was therefore declared chairman of the PPG steering group.

Val Johnson or Dr Katy Stoodley will act as secretary for the PPG steering group.

PATIENT SURVEY

This was discussed and the areas in which the surgery was the lowest marked were highlighted:

“I was able to book ahead for an appointment with a doctor”

“I see my preferred doctor always, almost always or a lot of the time”.

Explanation as to the problems the practice has with DNAs for previously booked appointments vs on the day booking and the 8-9am telephone problems getting through was given.

Discussion went on to explain a Doctor's Day and the role of part time doctors.

From this it was realised that the role of the PPG initially could be best served as an information disseminating service.

FLU SATURDAY – THE POSTER AND THE SURVEY

Discussions were held about the survey, formatting and content and after a great deal of debate the following questions were agreed:

1. We are setting up a Patient Participation Group – would you be interested in joining?

YES

NO

2. What would you like your Patient Participation Group to prioritise?

Information providing e.g What do Doctors do all day? Why do we have to wait so long for the telephone to be answered? Why do we pay for the telephone service?

Fund raising for equipment for the surgery or improving the patient waiting area for example?

Setting up or signposting patient's to support groups?

The poster will highlight what a PPG is and what types of issues could be tackled feeding into the survey.

There were volunteers for Saturday to help with the survey and give out information:

Pam Livesley, Gwyneth Jessop, Christina Krygier, Michael O'Sullivan and Geoffrey Scott.

The Poster will be put together by KS and VJ and a rough copy sent out for approval to members of the steering group with the minutes.

DATE OF NEXT MEETING

The next meeting will be held on Thursday, 22th September at 1.30pm.